

Does Cafcass have to make this change?

Yes, we need a replacement of the Fujitsu email service in place before the current contract with them expires in June 2018. In line with Cafcass' long term strategy to move services to cloud hosted provision, the email service is being transitioned to Microsoft's Office 365 (O365) service. The only workable solution to make this happen is to switch to using @cafcass.gov.uk email addresses. This also follows guidance from Government Digital Service to move away from using '.gsi'. Many other central government organisations have already made, or are planning to make this change, including the Ministry of Justice (MoJ).

Does doing this meet security requirements?

Yes, using @cafcass.gov.uk will be at least as secure as using @cafcass.gsi.gov.uk. In setting up the O365 email service we are following the [Secure Email Blueprint](#) designed by NCSC (the National Cyber Security Centre). Once our setup has been verified we will be added to a compliance list of all organisations who have implemented the blueprint. This will allow us to send secure encrypted emails without Egress. This applies not just to agencies using existing secure addresses (such as @xxx.gsi.gov.uk, @xxx.gcsx.gov.uk etc.) but anyone on the list, which includes many local authorities and other agencies such as @ejudiciary.net.

Why March 2018, is that final?

To be able to send and receive emails using the PSN network we have a dedicated network link. Email is the last service to use this link and once the current contract for the link expires at the end of March 2018 it will not be renewed.

Will the old '.gsi' email addresses be active for a short overlapping period before it gets switched off fully?

From the launch date on 13th March anyone emailing Cafcass with the '.gsi' will receive a bounce back email stating our addresses have changed. For a short while emails you have sent using '.gsi' will be received by Cafcass. However, this overlap will only run for a short while, after which it will be turned off, so it is vital that you update your records and change over to the new address as soon as possible.

Will Cafcass still use Egress to send secure emails under the new email service?

Cafcass will continue to use Egress when sending case information by email. The email service will check if you are on the compliance list, and if so it will be sent securely to you bypassing Egress. Any email address not on the compliance list will receive the email via Egress.

What about references to the old email in both online and hard copy documents/publications?

We will be updating all Cafcass documents and publications with the new addresses.

The security of a non '.gsi' email address

The non-gsi email addresses will be as secure as the current gsi addresses, as by implementing the [securing government email guidance](#) we are ensuring that we can send and receive encrypted email to all organisations on the [whitelist of secure domains](#). If you are unsure what this means for your organisation's ability to send email securely to Cafcass please speak to your IT department.

Benefit to Cafcass staff members/organisation

The removal of '.gsi' from our email addresses allows us to use the O365 email service which is cloud hosting. This will contribute to updating our security guidance and increasing the resilience of our overall IT service.

The email service will become compatible with the Egress cloud and will become compatible with our new Electronic Case Management System service which will also be moved to cloud hosting.